

Job Title	Intake / Customer Service Clerk
------------------	--

Job Summary

This position is located in the Clerk's Office of the U.S. District Court in Milwaukee, Wisconsin. The Intake / Customer Service Clerk receives and reviews incoming court documents for conformity with federal and local rules, and performs customer service and cashier duties for the purpose of providing procedural information and collecting court fees. They interact with the public and court personnel on a daily basis.

Representative Duties

- Sort, classify, and file case records. Maintain integrity of the filing system by monitoring proper access to records and maintaining timely and accurate filing of documents. Retrieve files and make copies of records for court personnel, attorneys, and others. Certify court documents, and create and process new case files. Assign case numbers, open cases in the case management system, and docket initial case opening events.
- Operate a variety of copying and records equipment. Answer and route incoming calls, prepare case files, and assist the public in the use of computerized databases. Provide basic information to the public, bar and the court. Ensure data quality.
- Inform customers of required fees, receive payments and issue receipts. Secure funds in cash register, balance cash drawer at the end of the day, and process credit card payments for filed documents.
- Receive and stamp incoming documents and assist with the maintenance of court files. Check for prior or prohibited filing. Verify and issue summons. Verify attorney's authority to practice. Process prisoner form requests.
- Assist with civil and criminal docketing and quality control as needed.
- Perform other duties as assigned.